

iPhone & iPad OS Reimage Procedure

Service Optimization Platform · Recovery-Mode Restore via Apple Configurator 2 · Applies to iPhone & iPad

- ✓ Apple Configurator 2 must be installed on the host Mac (purple icon in the dock).

PROCEDURE

- 1 Determine the device's port type — **Lightning** or **USB-C**.
- 2 Connect the iPhone or iPad to any shop-owned Mac with Apple Configurator 2 installed.
- 3 Trigger **Recovery Mode**: click Volume Up, click Volume Down, then hold the Power button (right side) until the recovery mode screen appears.

Home-button models: hold Home + Power together — not Power alone.

- 4 Once the device is detected in Apple Configurator 2, right-click it and select **Restore**.
- 5 Wait for the restoration to complete.

TROUBLESHOOTING & OUTCOME

- Connectivity issues? Confirm Apple Configurator 2 has no pending App Store update, then restart the host Mac.
- Still stuck? Clean the port, try a different cable (flip it 180°), try a different port, then try a different shop Mac.
- **If the device cannot be restored, it is a ship-out.**